EPICOR
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Solar Eclipse Interface for Use with StarShip

Release 8.6.7

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Eclipse Interface for Use with StarShip Overview

Eclipse Interface for Use with StarShip is a companion product that automates all aspects of shipment processing, such as rating, labeling, tracking, and reporting. Once you enter an Eclipse sales or work order number, StarShip retrieves the ship-to name, ship-to address, purchase order number, ship via, and more. You can also use StarShip to analyze costs, monitor outbound activity, and identify trends using standard or user-defined reports.

StarShip handles all major carriers such as United Parcel Service (UPS), FedEx, Airborne Express, RPS, and United States Postal Service (USPS). StarShip transmits package information electronically by writing freight charges back to your ledger, so you can invoice orders as you ship. Access to UPS and RPS databases reduces labor costs, and provides immediate tracking information. Using an electronic manifest for all orders avoids wasted time shuffling paper. With StarShip, anyone in your organization can access shipping information without interrupting shipment processing, allowing quick response to customer inquiries.

Features and functions of StarShip include the following:

- Improves shipping accuracy. You can use barcode scanners and electronic scales to enter the sales order number and parcel weight.
- Writes freight charges and shipment details, such as the tracking number, for each package back to the order. Freight charge write back can include a customizable handling fee.
- Alerts customers, using activity triggers, when a shipment has been processed in conjunction with the Outbound E-mail companion product.
- Accelerates billing. You can invoice orders as you ship without having to re-enter shipping information.
- Improves customer service. You can retrieve shipping information from the web site or any networked terminal.
- Increases shipping flexibility and lowers costs with multi-carrier support. Available carriers include: UPS, FedEx, USPS, Airborne, Spee-Dee and User-Defined.
- Maintains carrier compliancy. Print carrier-approved shipping labels on thermal label printers, such as Eltron or Zebra.
- Provides shipping reports. Use standard and custom reports to analyze costs and monitor outbound activity.

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StarShip Setup Overview

Once StarShip is installed, you need to set up the program to recognize the carriers with which you do business and set up the scale and printers attached to the system.

- **Company Information and Preferences**

  Follow the General Setup instructions in the *StarShip User's Guide* for entering information about your company, COD deliveries, printing, archiving, and other miscellaneous preferences.

- **Third Party Insurance**

  To enter third party insurer information for the carriers you use, follow the General Setup instructions in the *StarShip User's Guide*.

- **Scale**

  Before using an attached scale, follow the Electronic Scale Setup instructions in the *StarShip User's Guide*.

- **Printers**

  For the printers you use, follow the Printer Setup instructions in the *StarShip User's Guide*.

  You can print thermal bar-coded shipping labels for UPS Domestic, FedEx Ground, USPS, and Spee-Dee shipments. For all other carriers, StarShip prints to airbills and waybills on a dot-matrix printer.

- **Carriers**

  For each carrier you use, follow the setup instructions in the *StarShip User's Guide*.

- **Shipping Address Information**

  StarShip uses the customer address information stored in the Eclipse system to print shipping labels for packages sent to Eclipse customers.

  To enter additional shipping addresses in StarShip, follow the Add Records to the Customer List instructions in the *StarShip User's Guide*.

See Also:

Setting Up Eclipse for StarShip Overview

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Setting Up Eclipse for StarShip Overview

Before you can use StarShip with the Eclipse system, you need to set up the following information:

- **Control Maintenance Records -** Use the StarShip control maintenance records to define your system defaults for applying and posting StarShip charges.
- Ship Vias - Create ship vias for the StarShip carriers and services you use.
- Shipping URLs - To access tracking information on the carrier's web site from the Eclipse system, store the carrier's web site address.
- Customer Records - For each customer whose orders you ship using StarShip, enter shipping-related information for the freight carriers they use.

Historically, Eclipse has used the country codes CN, CAN, and CA for Canada. However, the ISO specification lists CN as an abbreviation for China. Eclipse however still defaults CN to Canada. If the default causes issues for your site, please contact Eclipse support for more information.

See Also:

StarShip Overview

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Control Maintenance Records for StarShip

Following are the control maintenance records used for StarShip.

Control Maintenance Records

Set the following control maintenance records:

- Apply Extra Handling For Shipping To First Gen Only
- Apply Misc StarShip Charges To Freight Or Handling
- Apply StarShip Handling Charges To Freight Or Handling
- Apply StarShip/Clippership Frght To Expense Frght If Customer Frght Exmt
- Extra Handling Charge For Shipping
- Post Charges From StarShip
- Post Shipping Freight On Return P/Os
- Print Status Override from StarShip

Note: If you set the Post Charges From StarShip control maintenance record to **No**, the remaining control maintenance records have no effect.

See Also:

Setting Up Eclipse for StarShip Overview

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Setting Up Ship Vias for StarShip

Assign keywords to the system ship vias that use StarShip carriers. The StarShip program uses these keywords to determine how to process the shipment.

To set up ship vias for StarShip:

1. From the **Maintenance** menu, select **Ship Via** to display the Ship Via Maintenance window.
2. In the **Ship Via** field, select the ship via to set up for StarShip.
3. In the **Freight Options** area of the window, complete the freight data fields to set up automatic freight and handling charges and enter surcharge information.
4. In the **StarShip / Clippership Keywords** field, enter the appropriate shipping keywords for the ship via. Leave a space between each entry, but do not use commas.

   The following table lists keywords recognized by StarShip.

   Select the row that describes the shipping method and enter one word from each **Key** column in this field.

Input Value			Interpreted as...
Key 1	**Key 2**	**Key 3**	
USA			
UPS			UPS Ground
UPS	GROUND		UPS Ground
UPS	EARLY		UPS Early A.M.
UPS	2ND, SECOND, BLUE		UPS 2nd Day Air
UPS	NEXT, RED		UPS Next Day Air
UPS	LETTER, LTR		UPS Next Day Letter
UPS	LETTER, LTR	SAT	UPS Next Day Letter, Saturday Delivery
UPS	2ND, SECOND, BLUE	LETTER, LTR	UPS 2nd Day Letter
UPS	3		UPS 3rd Day Select
UPS	GROUNDTRAC		UPS GroundTrac
USPS	LETTER, LTR		USPS Letter
USPS	1ST, FIRST		USPS 1st Class
USPS	4TH, PARCEL POST		USPS 4th Class
USPS	PRIORITY		USPS Priority
USPS	EXPRESS		USPS Express
FEDEX			FedEx Standard Overnight
FEDEX	STANDARD		FedEx Standard Overnight
FEDEX	LETTER, LTR		FedEx Standard Letter
FEDEX	LETTER, LTR	PRIORITY	FedEx Priority Letter

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Input Value			Interpreted as...
Key 1	**Key 2**	**Key 3**	
FEDEX	PRIORITY		FedEx Priority Overnight
FEDEX	TWO		FedEx Two-Day
Canada			
UPS			UPS Standard
UPS	GROUND		UPS Standard
UPS	AIR, RED, EXPRESS		UPS Express
UPS	LETTER/LTR		UPS Express Letter
Mexico			
UPS	AIR, RED, EXPRESS		UPS Express
UPS	LETTER, LTR		UPS Express Letter
Other Countries			
UPS			UPS Air
UPS	BLUE		UPS Air
UPS	LETTER, LTR		UPS Letter
FEDEX	TWO		FedEx Two-Day

Note: You can add EARLY to any service.

5. Save the settings and exit the Ship Via Maintenance window.

See Also:

Setting Up Eclipse for StarShip Overview

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Maintaining Shipping URLs for StarShip

From the Header screen in Sales Order Entry you can use the **Shipping** hot key to access a web site and check the status of an order that shipped using a StarShip carrier.

> **Note:** The StarShip functionality has not been incorporated into Solar Eclipse as of this release. Use the character-based system to access this web site.

To access the tracking information on the carrier's web site, the system uses the address stored for that carrier in Shipping URL Maintenance and the tracking number stored in the order's change log. When a StarShip carrier changes their web site access to tracking information, you need to update the information stored in Shipping URL Maintenance.

Use the following tasks to maintain shipping URL information:

- Update shipping URLs.
- Edit the components of a URL address.

To update shipping URLs:

1. From the **Tools** menu, select **Shipping URL Maintenance** to display the Shipping URL Maintenance screen.

   Note: If prompted, log on to the character-based system.

2. In the **URL ID** field, do one of the following:
   - To edit an ID, press **F10** and select the ID to edit.
   - To create an ID, press **F10** and select **New**. At the **Enter new ID** prompt, type an ID up to 8 characters and press **Enter**.

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Important: The URL ID name must match the first set of characters listed in the **Interpreted As** column in the Keywords Appendix from the StarShip user's manual. For example The **URL ID** field is not case-sensitive.

Input Value			Interpreted As	URL ID should be:
Key 1	**Key 2**	**Key 3**		
UPS, U.P.S	GR, GT		UPS Ground	UPS
USPS, U.S.P.S	2nd, Second, Blue	Letter, LTR	USPS 2nd Day Air	USPS
Airborne, AEX	SELECT, SECOND, TWO		Airborne Select	Airborne
SPEE-DEE			Spee-Dee Ground	Spee-Dee

The screen displays the following fields of information for the URL ID. If you are creating a new ID, enter the following information for the URL.

Field	Description
Description	Description of the web site the URL ID accesses.
Default URL	URL address that accesses the web site home page. For example, www.eclipseinc.com accesses the Eclipse home page. If you select options on that page, such as Company, the URL changes to include additional information to access the different pages of the site. Press **Enter** to copy the default URL to the **Web URL** field, where you can add additional information to the link. If you change the default URL, the system automatically updates the default portion of the URL in the **Web URL** field.
Web URL	URL address that accesses the tracking information on the web site. The base URL is the URL indicated in the **Default URL** field. To edit the components of the URL address, use the **Web URL Maintenance** hot key. For example, if you want to access a specific page on a website, add that information to the base URL in this field.

3. To delete a URL ID, use the **Delete** hot key. At the prompt, type **delete** to confirm the deletion.
4. Press **Esc** to save the updated information.

To edit the components of a URL address:

1. From the **Tools** menu, select **Shipping URL Maintenance** to display the Shipping URL Maintenance screen.

   Note: If prompted, log on to the character-based system.

2. In the **URL ID** field, press **F10** and select the ID to edit.
3. Use the **Web URL Maintenance** hot key to display the URL ID Maintenance screen.

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4. Edit the following fields as needed:

Field	Description	Example
URL	Path to the web site home page.	http://www.usps.com
Protocol	Directory path from the home page to the tracking information.	cttgate/ontrack.cgi
Variables	Placeholders in the URL path for variable data.	tracknbr
Values	The values to assign to the corresponding variables.	$TRACK.NO$

5. Press **Esc** to save the updated information and return to the Shipping URL Maintenance screen.

   You can also insert components into the Web URL field by placing your cursor where you want to add the component, pressing **F10** and selecting the component to add. The system adds the component to the URL.

See Also:

Setting Up Eclipse for StarShip Overview

Tasks Not Available in Solar

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Setting Up Customer Records for StarShip

If you use StarShip to ship orders to customers, enter shipping-related information in the customer records.

To set up a customer record for StarShip:

1. From the **Maintenance** menu, select **Customer** to display the Customer Maintenance window.
2. In the **Customer** field, enter the customer name to display their record.
3. Complete the **Freight In Exempt** and **Freight Out Exempt** fields.

   Note: If an order is freight exempt, the system overrides the setting in StarShip and does not add the freight amount to a COD amount. If an order is *not* freight exempt the system does not override the setting in StarShip.

4. If the customer shipping address is a residential address, from the **Orders** menu, select **Freight Data** to display the Default Freight Data window. Enter **Yes** in the **Residential Address** field.

   The Eclipse system displays a **Yes** in the **Residential Shipping Address** field on the Additional Header Information tab in Sales Order Entry for this customer. The **Yes** in this field on the sales order directs StarShip to apply a residential shipping fee to the customer's freight charge.
5. If the customer has their own relationship with freight carriers, who bill them directly for their freight charges, from the **Orders** menu, select **Freight Data** to display the Default Freight Data window. Enter the following default freight data:
   - Click the **Insurance Required** checkbox if the carrier requires insurance.
   - For each carrier listed in the **Carrier** column, enter the customer's account number with the carrier in the **Account Number** column.
6. To apply the extra handling charge specified in the Extra Handling Charge For Shipping control maintenance record to outgoing billable freight on orders shipped to this customer, do the following:
   - From the **Additional** menu, select **Additional Customer Information** to display the Additional Customer Information window.
   - Set the value in the **StarShip Extra Handling Charge** field to **Yes**.
   - Save your update and exit the window.
7. Save the updated record and exit Customer Maintenance.

See Also:

Setting Up Eclipse for StarShip Overview

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StarShip Shipments Overview

During the course of a day you weigh packages for shipment and enter the appropriate information for each one. The system then prints the label for you to affix to the package. The StarShip online help provides information about the fields on the shipment processing windows.

When the carrier picks up the packages being shipped, you close the current manifest and print a label, which the carrier scans, signs, and returns to you for filing.

The following tasks provide a quick overview of the steps you need to process shipments:

- Processing Domestic Shipments
- Processing International Shipments
- Adding Multiple Packages to One Shipment
- Making Changes to StarShip Shipments
- Setting Up a Global Default Handling Charge
- Reprinting a Pickup Summary Label and Report
- Closing the Current Manifest

See Also:

StarShip Overview

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Processing Domestic StarShip Shipments

Use the Process Shipments - Current Manifest window, including the International tab, to enter package delivery information for domestic shipments.

To process domestic StarShip shipments:

1. From the **StarShip** main menu, display the Ship-StarShip-Current Manifest window in one of the following ways:
   - From the **Do** menu, select **Ship**.
   - Click the **Ship** button.
2. Click the **New** icon to display the New Shipment window.
3. In the **Document** field select **Eclipse as Server**.

   Note: You only need to do this the first time you use StarShip.

4. In the **Key** field, enter the sales or work order number. For example, enter **S0059532.001** and click **Continue**.

   The system populates the shipping window with information from the order. The system populates the carrier and service based on the ship via assigned to the order.

   Note: If you are shipping a package that is not associated with an order, you can enter the customer ID preceded by a period. For example, enter **.59532**. The system populates the shipping window with information from the customer record.

5. Check that the recipient and sender information is correct.

   Note: A check mark in the **Residential** check box for a recipient indicates that the shipment is going to a residential address. If you always ship to a residential address for a designated customer, you can set up this flag in the customer record.

6. Check that the correct carrier and service are selected.
7. Enter a check mark in the **Scale** check box and place the package on the scale connected to your PC.

   The system populates the **Weight** field with the package weight.

   Note: If you do not have an electronic scale connected to your PC, you can enter the weight.

8. Enter any other required shipment information and package options.

   If you set up a global default handling charge, the system populates the **Shipment Options** tab with the default.

   The system populates the following fields using data from the sales order:

   - **COD** - If the order is COD in Eclipse, the system flags the **C.O.D.** check box on the **Package Options** tab. If the customer uses Eclipse Credit Card Authorization and the generation that is shipping has a credit card pre-authorization, the **C.O.D.** box is not checked.

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- **Hazardous Materials** - If a product on the order is assigned a hazard class, the system flags the **Hazardous** check box on the **Package Options** tab for all packages in the shipment. Remove the flag for all non-hazardous packages.
- **Shipping Instructions** - The system populates the **Detail** tab in the upper right area of the window with the shipping instructions entered on the Header screen of the order.

9. To add multiple packages to the shipment, click **Next** and repeat steps 7and 8.
10. To declare a value for the shipment, enter the declared value in the **Insured Value** field.

    Double-click the **Declared Value...** button to have the system configure and display the insurance charge.
11. Copy the **Customer ID** on the **Recipient** tab to the **Invoice #** field on the **Reference** tab.
12. Click **Save**.

    The StarShip system prints the package label and returns the rate information to the Eclipse system. The Eclipse system records the freight and handling charges on the Totals screen of the sales order and records the shipping details in the change log accessed from the order Header screen.

See Also:

StarShip Shipments Overview

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Processing International StarShip Shipments

Use the International tab on the Process Shipments - Current Manifest window to enter package delivery information for international shipments.

To process international StarShip shipments:

1. From the StarShip main menu, display the Ship-StarShip-Current Manifest window in one of the following ways:
   - From the Do menu, select **Ship**.
   - Click the **Ship** button.
2. On the Recipient tab, in the **Country** field, select the country to which you are shipping.

   The system adds the **International** tab to that section of the window. Depending upon the carrier you use to send your international shipment, the fields on the tab will vary.
3. Complete the **International** tab fields required for your shipment.

   If your company does not normally make international shipments, do the following:
   - In the **SED Filed** field, select **UPS Prepared**. Click the **Browse** button to display the Commercial Invoice window, select the **Export Information Code**, and click **OK**.
   - In the **Certificate of Origin** field, select **UPS Prepared**.

   Note: For more information regarding International shipments, please refer to your *StarShip User's Guide*. You can find this information in the Shipping section, under International Shipments.
4. Complete the rest of the order as you would for a domestic shipment.

See Also:

StarShip Shipments Overview

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Adding Multiple Packages to One StarShip Shipment

After processing the first package in a shipment, you can add multiple packages to it.

To add multiple packages to one StarShip shipment:

1. Process the heaviest package in the shipment, but do not click **Save**.
2. Click **Next**.

   The Current Manifest window re-displays in edit mode.

   The number of the next package in the shipment displays. For example, Pkg 2 of 2.

   The customer information stays intact, but any weight, declared value, COD, or options information is cleared so you can enter the information that pertains to the next package in this shipment.

   Note: To review packages, use the **Prev**, **Next**, **First**, and **Last** buttons.

See Also:

StarShip Shipments Overview

Processing Shipments

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Making Changes to StarShip Shipments

Before you close the current manifest, it is possible to make changes to StarShip shipments. StarShip does not allow users to reship an item on the same day.

> **Note:** If the Eclipse information for the shipment has changed, you must delete the shipment from the StarShip database and then reprocess the order through Eclipse.

To make a change to a StarShip shipment:

1. From the **StarShip** main menu, display the Ship-StarShip-Current Manifest window in one of the following ways:
   - From the Do menu, select **Ship**.
   - Click the **Ship** button.
2. Click the **New** icon to display the New Shipment window.
3. In the **Key** field, enter the order number followed by the word FORCE. For example, enter **S0059532.001FORCE** and click **Continue**.

   The system populates the shipping window with information from the sales order.
4. Make necessary changes, such as adding or deleting packages or changing shipment options.
5. To delete the shipment from the StarShip database, click the **Delete** button at the top of the window.
6. Click **Save**.

   The StarShip system prints the package label and returns the rate information to the Eclipse system. The Eclipse system adds the rate information to the change log associated with the header of the order.

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Setting Up Global Default Handling Charges in StarShip

Set up global default handling charges in StarShip.

If the charge is per shipment or dependent on the ship via, configure the charge in Eclipse.

To set up a global default handling charge:

1. From the **StarShip** main menu, display the Ship-StarShip-Current Manifest window in one of the following ways:
   - From the **Do** menu, select **Ship**.
   - Click the **Ship** button.
2. On the bottom right area of the window, click the **Ship Options** tab.
3. In the **Handling Fee** check box, enter a check mark to display the handling fee options.
4. Select and enter one of the following handling fee formulas:
   - Flat rate per shipment.
   - Flat rate per package.
   - Percentage of freight. When you select this option, you can also enter minimum and maximum handling fees.
     - **Minimum** - If the calculated handling fee is less than the minimum, the system charges the minimum amount.
     - **Maximum** - If the calculated handling fee is greater than the maximum, the system charges only the maximum amount.
5. From the **File** menu, select **Save Defaults**.
6. Close StarShip.

   The next time you open StarShip, the settings you just configured will load as defaults.

See Also:

StarShip Shipments Overview

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Reprinting StarShip Pickup Summary Labels and Reports

Use the following procedure if you need to reprint the pickup summary label and report.

To reprint a StarShip pickup summary label and report:

1. From the **StarShip** main menu, display the Ship-StarShip-Current Manifest window in one of the following ways:
   - From the **Do** menu, select **Ship**.
   - Click the **Ship** button.
2. From the **Carriers / UPS** menu, select **UPS OnLine History**.
3. Click the date to reprint.

See Also:

StarShip Shipments Overview

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Closing the Current Manifest in StarShip

When a carrier picks up the day's shipments, you need to close the current manifest for those shipments. This process transmits the package information to the carrier's web site and prints a summary label. After the carrier scans the bar code and signs the label, store it with your records.

To close the current manifest in StarShip:

1. From the **StarShip** main menu, display the Close Current Manifest window in one of the following ways:
   - From the **Do** menu, select **Close**.
   - Click the **Close** button.
2. Select the carriers to close.

   By default, the system selects any carriers for which you have shipped packages. The area on the right side displays the summary counts. Click the **Totals** or **By Service** tabs to view shipment totals for that carrier or by service.
3. Click any of the following buttons, as needed:
   - **Manifest** - Prints a manifest report.
   - **Forms** - Displays the Print Shipping Forms window, where you can batch print forms such as labels, COD tags, and waybills.
   - **3rd Party Ins** - Prints a report that shows the amount insured by a third party insurer associated with the selected carrier.
4. Click the **Post** button to display the Post Shipments window.
5. To select the information to include in the history file for the displayed manifest, click the **Setup Export** button.
6. To specify the printer on which to print a copy of the manifest, click the **Printer Setup** button.
7. Click the **Start** button.

   The system does the following:
   - Uploads package level details to the carrier's web site.
   - Clears the current shipment files for the next day’s shipments.
   - Changes the label on the **Start** button to **Exit**.

   Note: Before editing a closed manifest to add a package, enable the **Auto Print Enabled During Edit** option on the **Setup > Preferences > AutoPrint** tab. Otherwise, no label prints after you add the additional package.

See Also:

StarShip Shipments Overview

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StarShip Reporting

Use standard and custom reports to analyze costs and monitor outbound activity. You can send all reports to a printer or file.

Standard Reports

From the **Reports** menu, you can select the following standard reports:

- **Insurance Report** - Total fees, carrier's rate, and premium due to be sent with check to insurer.
- **COD Remittance** - Outstanding COD shipments.
- **Shipment History by Customer** - Shipment history by customer for a designated carrier and date range.

  When you run this report, the Print Reports dialog box prompts you to enter the number of copies, date range, and carrier.
- **Daily Shipments by Customer** - Daily shipments by customer for a date range.

  When you run this report, the Print Reports dialog box prompts you to enter the number of copies.
- **Freight Reports:**
  - **History** - Revenue history by date range and carrier.
  - **Daily** - Daily freight report.

To generate a standard report, follow the Print Reports instructions in the *StarShip User's Guide*.

Custom Reports

To create a user-defined report, follow the Define a New Report Format instructions in the *StarShip User's Guide*.

See Also:

StarShip Overview

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Troubleshooting: Frequently Asked Questions About StarShip

Following are frequently asked questions and answers about using StarShip.

Question:

Under what conditions will StarShip transmit an order as COD?

Answer:

StarShip will transmit an order as COD under the following conditions:

- Terms of COD on the order.
- Customer is marked as "Always COD" in the Credit screen.
- Customer is over credit limit, and customer is marked as COD when credit limit exceeded.

Question:

Why am I having difficulty printing FedEx labels?

Answer:

To resolve this problem, do the following:

1. Create a text file named un.txt with the following content:

   N

   UN

   P1
2. Copy the un.txt file to your C:/ drive on the StarShip workstation.
3. From a DOS prompt, type the following command:

   C:/copy un.txt lpt1

   This sends the command to the printer and should resolve the problem.

See Also:

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